

Key Personnel Qualifications

1. PROGRAM MANAGER (ES OR TXS, AS APPLICABLE)

Program Manager (ES): Maintains overall programmatic (cost, schedule, performance) responsibility for the execution of the contract and the delivery of IT services.

a. Bachelor's degree from an accredited college or university

b. Specialized experience with ten (10) years of acquisition, contracts or program management experience with the Department of the Defense programs with a minimum of five (5) years of experience in ACAT I/II Acquisitions, including at least two (2) of the last five (5) with Information Technology program management as it relates to Navy and Marine Corp Enterprise Services Requirements in PWS sections 3 and 4.

Program Manager (TXS): Maintains overall programmatic (cost, schedule, performance) responsibility for the execution of the contract and the delivery of IT services.

a. Bachelor's degree from an accredited college or university

b. Specialized experience with seven (7) years of acquisition, contracts or program management experience with the Department of the Defense programs with a minimum of three (3) years of experience in ACAT I/II Acquisitions, including at least two (2) of the last five (5) with Information Technology program management as it relates to Navy and Marine Corp Transport Services Requirements in PWS sections 3 and 4.

2. Chief Engineer: Manages all engineering-related processes and projects while in the engineering phase. Manages a team of IT Engineers with expertise in areas such as Information Assurance, Network Infrastructure, Client Engineering, Access Control, and Software.

a. Bachelor's degree from an accredited college or university in Engineering, Science or Information Technology.

b. Specialized experience with ten (10) years of technical experience with implementation of Information Technology Networks including network infrastructure, information assurance engineering, access control and client services, with a minimum of three (3) years of experience in a senior leadership engineering position.

3. Chief Architect: Develops strategic roadmaps for IT services and provides technical oversight to ensure developed solutions satisfy customer and business requirements.

a. Bachelor's degree from an accredited college or university in Engineering, Science or Information Technology.

b. Specialized experience with ten (10) years of technical experience with design of Information Technology Networks, with a minimum of two (2) years of experience developing DoDAF architecture products (or equivalent commercial products).

4. Transition Manager: Manages the transition of IT service delivery from on service providers to another.

- a. Bachelor's degree from an accredited college or university.
- b. Specialized experience with five (5) years of technical experience in Information Technology Networks, with experience as a Manager or Deputy Manager of a successful transition for a large complex network.

5. Operations Manager (ES Only): Manages all operations-related processes; responsible for the operation of the network to meet defined service levels; service owner for all network operations (NetOps) IT services and solutions.

- a. Bachelor's degree from an accredited college or university.
- b. Specialized experience with five (5) years of management experience performing in accordance with the Information Technology Service Model (ITSM), with three (3) years experience as an Operations Manager.

6. Network Operations Center Manager (ES Only): Manages and oversees day-to-day operations of the global network; responsible for providing the electronic dashboard (near real-time common operational picture) to the Navy and Marine Corps network operations authorities.

- a. Bachelor's degree from an accredited college or university in Engineering, Science or Information Technology.
- b. Specialized experience with five (5) years of technical experience in Information Technology Networks, with a minimum of two (2) years of experience managing a Network Operations Center of representative size and complexity.

7. Security Operations Center Manager (ES Only): Manages and oversees day-to-day security operations of the global network; responsible for overall computer network defense and for providing the Navy and Marine Corps computer network defense service providers with the IA COP.

- a. Bachelor's degree from an accredited college or university in Engineering, Science or Information Technology.
- b. Specialized experience with five (5) years of technical experience in Information Technology Security, with a minimum of two (2) years of experience managing a Security Operations Center of representative size and complexity.

8. Service Delivery Manager: Manages all service delivery-related processes and the delivery of projects from engineering to operation; service owner for all end user and customer-facing IT services and solutions; ensures end-to-end delivery of services based on Government defined ITSM processes is consistent with industry best practice.

- a. Bachelor's degree from an accredited college or university.
- b. Specialized experience with five (5) years of management experience performing in accordance with the Information Technology Service Model (ITSM), with three (3) years experience as an ITSM delivery manager.

9. Field Service Delivery Manager: Manages teams delivering services to sites and customers; responsible for site-specific incidents and problems.

- a. Bachelor's degree from an accredited college or university.

b. Specialized experience with five (5) years of management experience with the Information Technology Service Model, with three (3) years experience as a Field Service Delivery Manager.

10. Security Manager: Manages all security-related processes; responsible for the overall security of the network; service owner for all information assurance-related IT services and solutions.

a. Bachelor's degree from an accredited college or university in Engineering, Science or Information Technology.

b. Specialized experience with five (5) years of Information Technology security experience with three (3) years experience in a lead position for Department of Defense network security implementation.

c. Qualified IAW DoD 8570 at the IAM Level 3

d. Familiar with DoD certification and accreditation processes and DoD and/or Navy classified spillage procedures.

e. Experience securing classified networks (i.e. SIPRNET).

11. Knowledge Manager: Manages all process related to data, information, and knowledge; responsible for maintaining document repository for all processes, solutions, and services delivered under the contract.

a. Bachelor's degree from an accredited college or university.

b. Specialized experience with five (5) years of Knowledge Management experience with three (3) years experience in a Knowledge Management leadership position.

12. Performance and Quality Manager: Responsible for programmatic quality and performance management as well as Service Level Management of all delivered IT services.

a. Bachelor's degree from an accredited college or university.

b. Specialized experience with five (5) years of Performance and Quality Management experience with three (3) years experience in a lead position for Performance and Quality Management.

c. Experience performing Quality Management (PWS 3.2.)1 and NGEN Performance Management (PWS 3.2.2) functions.

13. Asset and Configuration Management Manager: Responsible for the Configuration Management and Asset Management for all assets within the respective segment, based on Government-defined ITSM processes and consistent with industry best practice.

a. Bachelor's degree from an accredited college or university in Engineering, Science or Information Technology.

b. Specialized experience with five (4) years of Configuration Management experience with one (1) of Asset Management experience with three (3) years experience in a lead position for IT Configuration Management.

14. Contracts Manager: Single point of contact for Government PCO for all contract-related actions.

a. Bachelor's degree from an accredited college or university.

b. Specialized experience with five (5) years of acquisition/contracts management experience with the Department of the Defense, with a minimum of three (3) years of experience managing an ACAT I/II contract.